



**STATE OF MONTANA
MONTANA DEPARTMENT OF TRANSPORTATION
JOB PROFILE**

☐

Update

☒

Formal Review

Date Submitted: 10/01/14

SECTION I - Identification

Working Title: Computer Support Specialist

Department: Transportation

Job Code Number: 151416

Division & Bureau:

Information Services Division
Technical Operations Bureau

Job Code Title: Computer Support Specialist

Section & Unit: Customer Support

Pay Band: 6

Work Address: District Location

Position Number: 20013, 55220, 53213, 57220 & 51220 **Phone:** District Phone

☐

FLSA Exempt

☒

FLSA Non-Exempt

☐

Non-Union

☐

MPEA

☐

Blue Collar

Profile Completed By: Teresa Yakoweshen

Work Phone: (406) 444-7626

Work Unit Mission Statement or Functional Description:

The Information Services Division (ISD) provides a full range of services for the Montana Department of Transportation (MDT). The bureaus within the division plan and set policy; coordinate, design, install and maintain the department's information technology infrastructure, including network management, server systems administration, computer systems and database administration, applications development and maintenance, integrated systems development, web development, data security and disaster recovery services, geospatial information systems (GIS), global positioning systems (GPS), and roadway information collection. ISD provides user support, training, imaging and duplication services, information technology research and development, internal budgeting, procurement contract administration and project management.

Describe the Job's Overall Purpose:

Under the joint direction of the Information Services Division (ISD) and associated District Office, the Computer Support Specialist provides technical assistance to employees of the Montana Department of Transportation. The incumbent in this position will be called upon to provide advanced technical assistance in support of software, hardware, and networking tools used by the department's employees. The Computer Support Specialist will perform research on the feasibility of acquiring new products, and services, and make recommendations to bureau management. The specialist will research and make recommendations on the necessity and timing of software upgrades, and make appropriate recommendations to bureau management. The position also develops training materials and conducts formal technical and computer training, both in the classroom and one-on-one, for MDT employees. The position is based out of the associated District office, and will be the sole ISD resource present in the District.

The position will also schedule, conduct, and coordinate computer software and hardware installation and configuration; perform setup procedures for new equipment and installs, customize, and ensure accurate operation of software packages and hardware on personal computers; customize and troubleshoot applications when problems occur and ensure compliance with MDT network standards.

The specialist also provides network support in the district as needed to maintain network access for all computer users. The position provides primary support for all hardware, software, and network resources in the district. This position is also required to travel to departmental section and area offices.

This position researches requests and problems for departmental employees as needs arise, and provides technical assistance to other technical personnel to facilitate dynamic computer system, network, or application problem solving for end users.

SECTION II - Major Duties or Responsibilities

This section should be a clear concise statement of the position's major duties and the approximate percent of work time for each duty

% of Time

A. Information Systems Support

(70%)

This position is located in a District Office, and under the joint direction of the Information Services Division (ISD) and associated District Office, provides technical support in response to requests from MDT technology consumers regarding computer systems, hardware and software. The incumbent will also develop and implement work plans and priorities in conjunction with headquarters and district management to perform the following support tasks:

Systems Support

- Provide advanced technical support and problem resolution to MDT staff, other state personnel and MDT associates regarding MDT technology systems
- Lead or participate in technology related projects
- Responsible for performing system backups and file restores in the respective district
- Serves as first point of contact to resolve hardware, software, application, and networking components used within MDT
- Ensures compliance with departmental and statewide data processing policies, practices, and standards
- Keep current with State of Montana and MDT IT policies, procedures and standards
- Stay abreast of current information technology matters, including emerging hardware and software releases; analyze the impact to the MDT and provide input on future direction
- Schedules, conducts, and coordinates computer software and hardware installation and configuration to meet end-user and departmental needs

- Assists in user management tasks throughout the identity management life cycle (e.g. active directory responsibilities)
- Stays abreast of support or service management trends
- Develops setup procedures for new equipment
- Install, customize, and ensure accurate operation of software packages and hardware on personal computers by following directions provided in installation manuals
- Responsible for keeping IT asset inventory updated

Problem Resolution

- Analyze and employ diagnostic tools and methods to identify the nature of specific problems, which could involve a wide variety of equipment and technology
- Research requests and problems for departmental employees as needs arise
- Quickly research and respond to diverse and evolving departmental needs to solve problems encountered in software products used and supported by the department
 - define solutions in a manner easily understood by any level of user
 - document technical issues and accepted solutions in service management software
 - follow-up with customers to ensure issues have been resolved
- Assist and recommend best practice solutions to customers in the application of office automation technology

Customer Support

- Effectively communicate with all levels of employees, management and colleagues
- Provide support to MDT district computer end users with assistance and direction in using a wide variety of information systems equipment
- Serve as the point of contact between the District and Headquarters for IT issues
 - Responsible for communicating changes in systems, training, etc.
- Provide network support in the district as needed to maintain network access for all users
- Provide technical assistance to other technical personnel to facilitate dynamic computer system, network, or application problem solving for end users
- Respond to written, verbal and electronic end user inquiries regarding computer software and hardware operation
- Provide quality service in adherence to established IT service management standards

B. Application Coach and Training (30%)

The Computer Support Specialist is responsible for providing formal technical training and application coach functions.

Group Instruction

- Design materials for technical computer training of MDT personnel
- Work with business contacts in assessing agency technology training needs
- Oversee the management and provision of third party E-Learning content to MDT personnel
- Provide technical computer training to MDT personnel
- Provide training on supported software to MDT personnel
- Write technical training manuals

Individual Instruction

- Instruct users in the use of computers and related equipment
- Instruct users in the use of supported software applications
- Make suggestions and recommendations to MDT staff on how to be more efficient in the use of computer systems
- Function as an application coach in learning and instructing MDT staff on diverse software products

-
1. ***The following duties and/or specific tasks listed under section II above are considered “essential functions” because they require specialized expertise and skill and are the primary reasons the job exists (they must be performed by this position with or without accommodations):***

Duties A and B

Information Systems Support and Application Coach and Training

The following mental and physical demands are associated with these essential functions:

PHYSICAL

- Lift up to 50 pounds
- Drive a vehicle to various MDT locations throughout the state as required
- Sit at a desk for up to several hours at a time
- Install and troubleshoot computer equipment that may be located under desks, behind other office furniture, or in other places requiring flexibility to access
- Operate a computer using a keyboard and mouse for extended periods of time
- Use a telephone for extended periods of time

MENTAL

- Remaining calm in stressful situations
- Active Listening
- Oral comprehension
- Oral expression
- Written comprehension
- Written expression
- Speaking
- Instructing
- Deductive reasoning

2. ***Does this position supervise others?*** ☐ Yes ☒ No

Number directly supervised:

Position Number(s) of those supervised:

3. ***Attach an Organizational Chart.***

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position:

KNOWLEDGE:

The position requires developed knowledge of computer information systems, personal computers, printers, scanners and other computer peripherals; common office productivity software such as word

processing, spreadsheets, email, presentations and collaboration tools; personal computer operating systems such as Windows; principles of computer networking; and customer and personal service.

SKILLS:

This position requires advanced troubleshooting, complex problem solving, analytical, critical thinking and deductive reasoning skill. Must have active listening, instructing and service orientation, speech clarity and recognition, analysis and quality control in order to interact effectively with the full spectrum of contacts on an ongoing basis.

Behaviors required to perform these duties:

See MDT Core Behaviors

Education:

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No education required | <input type="checkbox"/> Related AAS/2-years college/vocational training |
| <input type="checkbox"/> High school diploma or equivalent | <input checked="" type="checkbox"/> Related Bachelor's Degree |
| <input type="checkbox"/> 1-year related college/voc. training | <input type="checkbox"/> Related Master's degree |

Please specify the acceptable fields of study:

Acceptable: Computer Science, Information Systems

Other education, training, certification, or licensing required (specify):

Experience:

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No prior experience required | <input type="checkbox"/> 3 years |
| <input type="checkbox"/> 1 year | <input type="checkbox"/> 4 years |
| <input checked="" type="checkbox"/> 2 years | <input type="checkbox"/> 5 or more years |

Other specific experience (optional): Two years of computer systems administration or information technology support experience, including hardware deployment, software installation, configuration and management. Experience with group and individual information technology instruction preferred.

Alternative Qualifications:

Relevant experience may be substituted on a year-for-year basis for the required degree.

☒ Yes ☐ No

Alternative qualifications include:

SECTION IV – Other Important Job Information

☐ Fingerprint check

☒ Valid driver's license

☒ Background check

☐ Other; Describe

Other information including working conditions such as shifts, lifting requirements, travel or hours.

SECTION V – Signatures

Signature indicates this statement is accurate and complete.

Employee:

Name: _____ Title: _____

Signature: _____ Date: _____

Immediate Supervisor:

Name: _____ Title: _____

Signature: _____ Date: _____

ISD Customer Support Section Supervisor:

Name: _____ Title: _____

Signature: _____ Date: _____

District Administrator:

Name: _____ Title: _____

Signature: _____ Date: _____

ISD Administrator:

Name: _____ Title: _____

Signature: _____ Date: _____

Department Designee:

HR Administrator /Designee

Human Resources Administrator
Human Resources Division

Signature: _____ Date: _____